

**Centennial Animal Services  
April 2010 Monthly Progress Report  
May 20, 2010**

## **Summary**

Centennial Animal Services (CAS) remained committed to protecting the safety, health, and quality of life in Centennial while protecting the welfare of animals during April 2010. These efforts resulted in Animal Welfare Officers responding to 608 calls for service to include: 53 dogs at large, 30 noisy pets, 147 animal license checks, 24 animal impounds, 7 bite cases and 10 aggressive animal. The Department investigated 27 complaints of animal cruelty and responded to 3 animal rescues. There were 616 telephone calls received and 48 lost and found animal reports taken.

Enforcement activities resulted in 52 individuals being educated/verbal warnings, 11 written warnings, 17 summons and complaints being issued and 24 animals handled. CAS vigorously pursues reuniting pets with their owners and finding new homes for all animals handled. These efforts resulted in a 96% animal save rate with 62% of animals returned in the field, 15% returned from the kennel, and 19% adopted.

## **Activity**

### **Field Services**

- 608 Calls for Service: 108 - District 1, 127- District 2, 120- District 3, 230- District 4, 23 - Outside of City
- Enforcement Action: 52 Education/Verbal Warning, 11 Written Warnings, 17 Summonses
- Dangerous and Potentially Dangerous Animals
  - 10 – Investigation
  - 7 – Animal Bites Reported
  - 0 – Summons and Complaints Issued
  - 0 – Animal Confiscated

### **Animals Handled**

- 24 Animals Handled: 21 Dogs, 3 Cat, 0 Others
- 96% Animal Save Rate: 62% Returned in the Field, 15% Returned from Kennel, 19% Adopted

### **General Information**

- 616 Telephone Calls, 31 Citizens Walk Ins, 5,995 Miles Driven

## **Revenue**

### **Monthly**

- \$4,284 in revenue was collected
  - \$3,270 Licensing
  - \$1,014 Fees

### **Year to Date**

- \$17,605 in revenue has been collected, which is approximately **20% below** the 2010 year to date projected budget of \$21,876.

## **2010 Goals/Progress**

### **City Services**

#### **Goals**

- Centennial Animal Services will enhance our relationship with Centennial's Public Safety partners
- Continue to implement a cross training program for CAS and Douglas County Animal Services Officers facilitating a more timely and effective response in emergencies and disasters
- Increase number of routine patrols and self-initiated enforcement activities by ten percent (10%)
- Increase the number of State and Nationally accredited Animal Welfare Officers to fifty percent (50%)

#### **Progress**

- Katrina Schou was awarded the Colorado Association of Animal Control Officers Animal Control Excellence award for outstanding performance and leadership during 2009
- Amanda Schrock and Vince Carlon passed the Animal Control Officer State Certification examination—64% of CAS Officers are State and Nationally Certified
- 70% of Centennial and Douglas County Officers are cross trained
- Routine Patrols Up by 260% YTD

### **Community Quality of Life/Citizen Engagement**

#### **Goals**

- Centennial Animal Services will provide public education and engage in positive community relations
- Participate in Centennial sponsored community events
- Be available to attend District, CENCon, and HOA Meetings
- Distribute new educational materials focusing on Responsible Pet Ownership via print and Web Site
- Continue use of media outlets and newsletter to educate citizens about responsible pet ownership
- Utilize online social networks to increase community awareness and education opportunities
- Investigate the possibility of hosting a Licensing, Microchipping, Vaccination, Spay or Neuter event

#### **Progress**

- Katrina Schou taught Pet First Aid to 26 participants at CAACO Spring Conference
- Prepared for upcoming Centennial community events
- Met with Arapahoe County Sheriff Office personnel to discuss opportunities to for coordinated community policing/outreach
- Provided presentations for participants of Centennial Earth Day and Bring Your Child to Work Day
- Redesigned Centennial Animal Services educational brochure

## **Economic Health**

### **Goals**

- CAS will aggressively pursue cost recovery efforts by increasing license sales and maximizing the collection of animal related fees.
- Explore possibility of regional Animal Care and Control Services

### **Progress**

- Cost recovery up 11% YTD
- Animal License Checks up 550% YTD—Licensing revenue up 26% YTD
- 70% Animal Return to Owner (RTO) Rate with 44% RTOD in Field YTD—Saving Cost of Impound
- Discussing regional animal sheltering services with the Humane Society of the South Platte Valley

## **Environment**

### **Goals**

- Explore the possibility of securing funding for GIS Mapping, Chameleon software, and Global Positioning Systems to more effectively deploy and utilize staff
- Work towards and secure funding to equip CAS vehicles with Mobile Data Terminals to more closely control the amount of driving required and decrease the quantity of printing

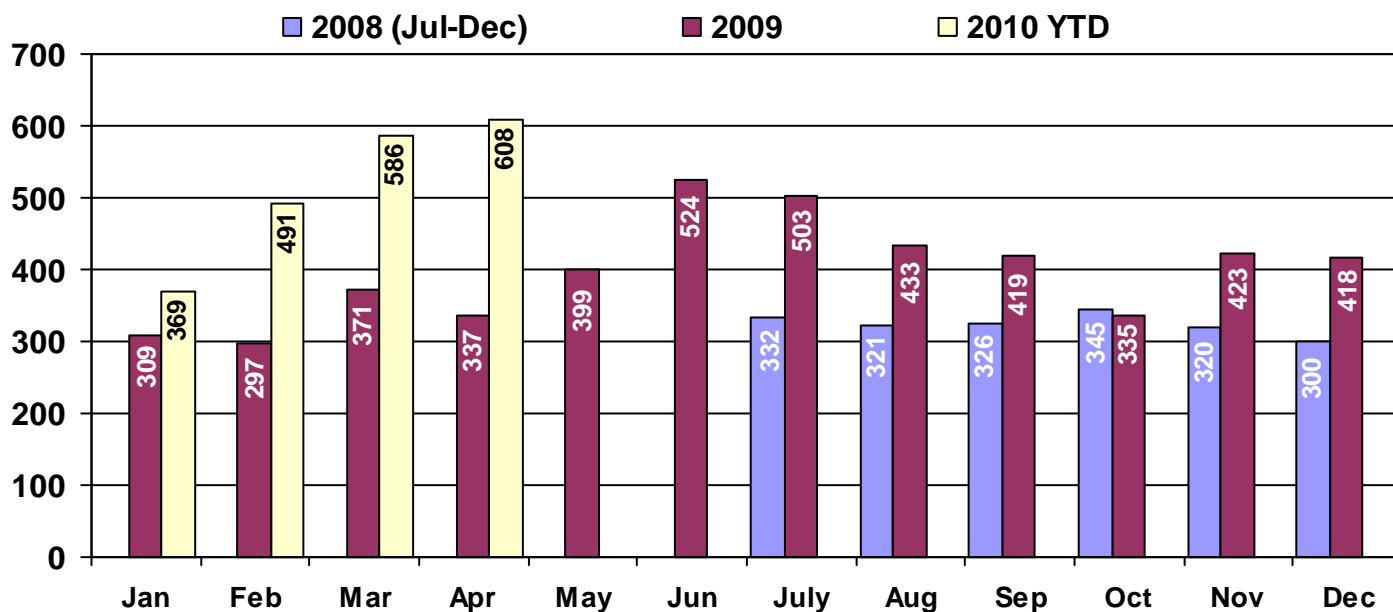
### **Progress**

- More efficiently deployed forces—Miles driven increased by 6% while Calls for Service increased by 63%

## Field Services

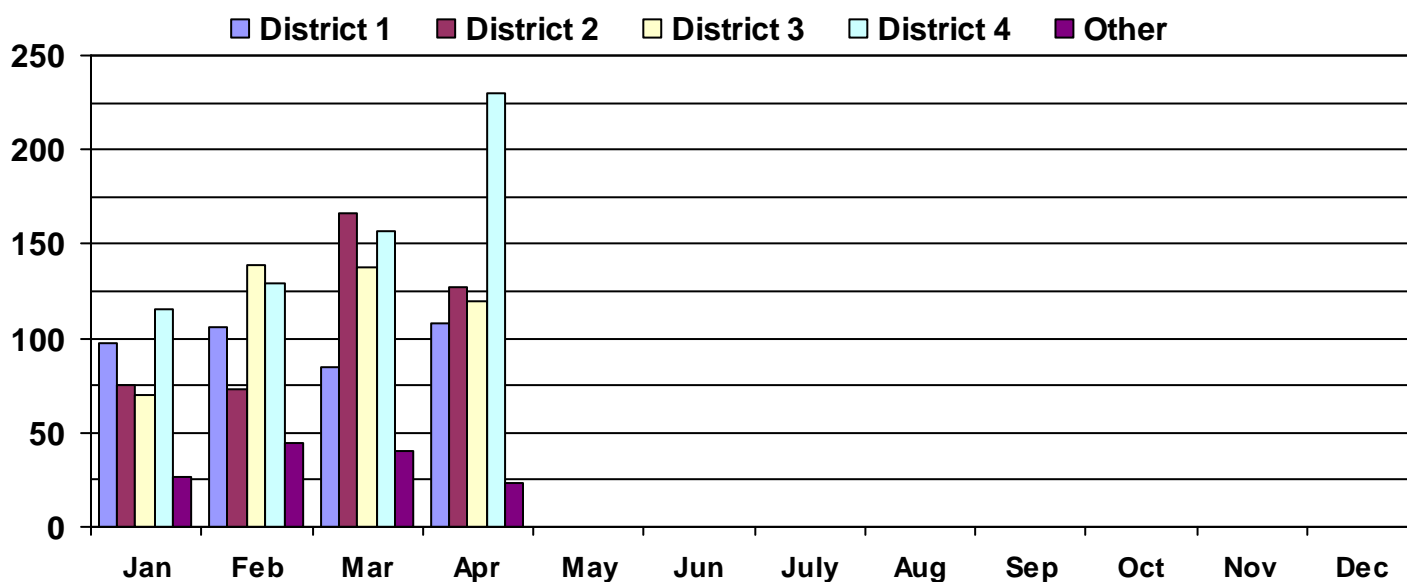
In March 2010 Animal Welfare Officers responding to 608 calls for service to include: 53 dogs at large, 30 noisy pets, 147 animal license checks, 24 animals impounds, 7 bite cases and 10 aggressive animal. The Department investigated 27 complaints of animal cruelty and responded to 3 animal rescues. Enforcement actions have resulted in 52 Education/Verbal Warnings, 11 Written Warnings, and 17 Summons and Complaints. There have been 21 Dangerous and Potentially Dangerous (DA/PDA) investigations, 33 Animal Bites, 2 summons and complaints for DA/PDA have been issued and 1 animal confiscated as a result DA/PDA enforcement action.

### Total Calls for Services

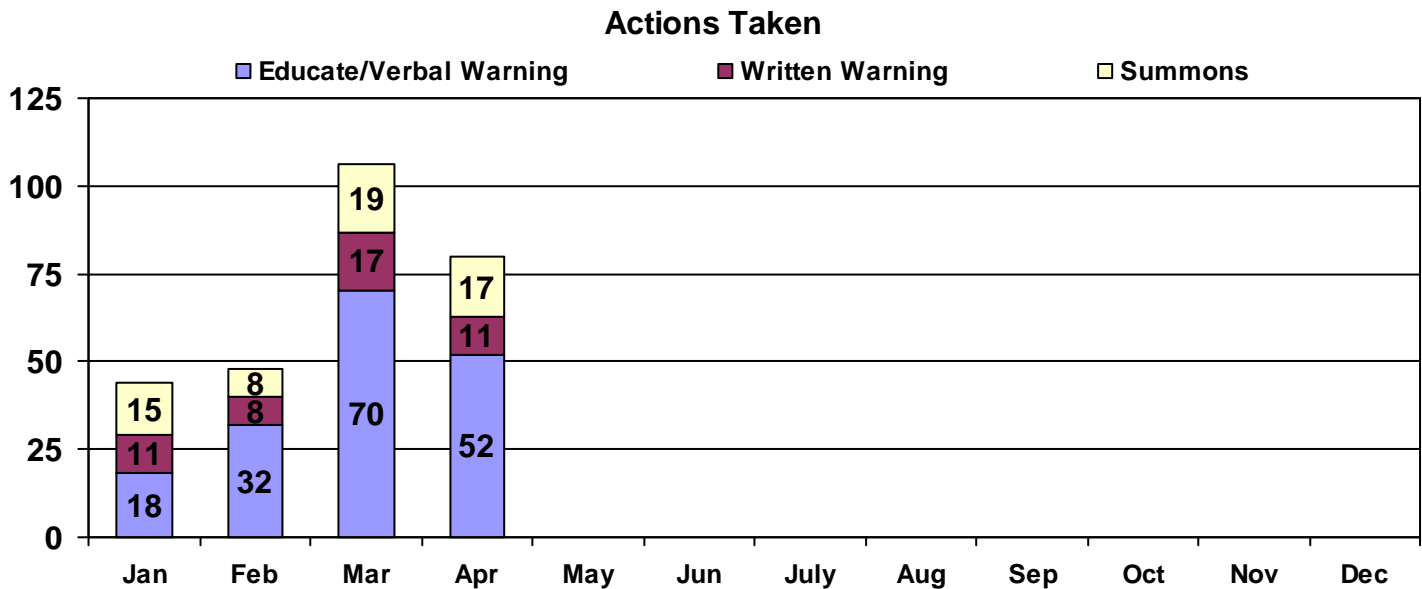


Centennial Animal Services has responded to 2,054 calls for service YTD - 396 in District 1, 441 in District 2, 467 in District 3, 631 in District 4, and 133 outside of the City.

### Calls for Services by District

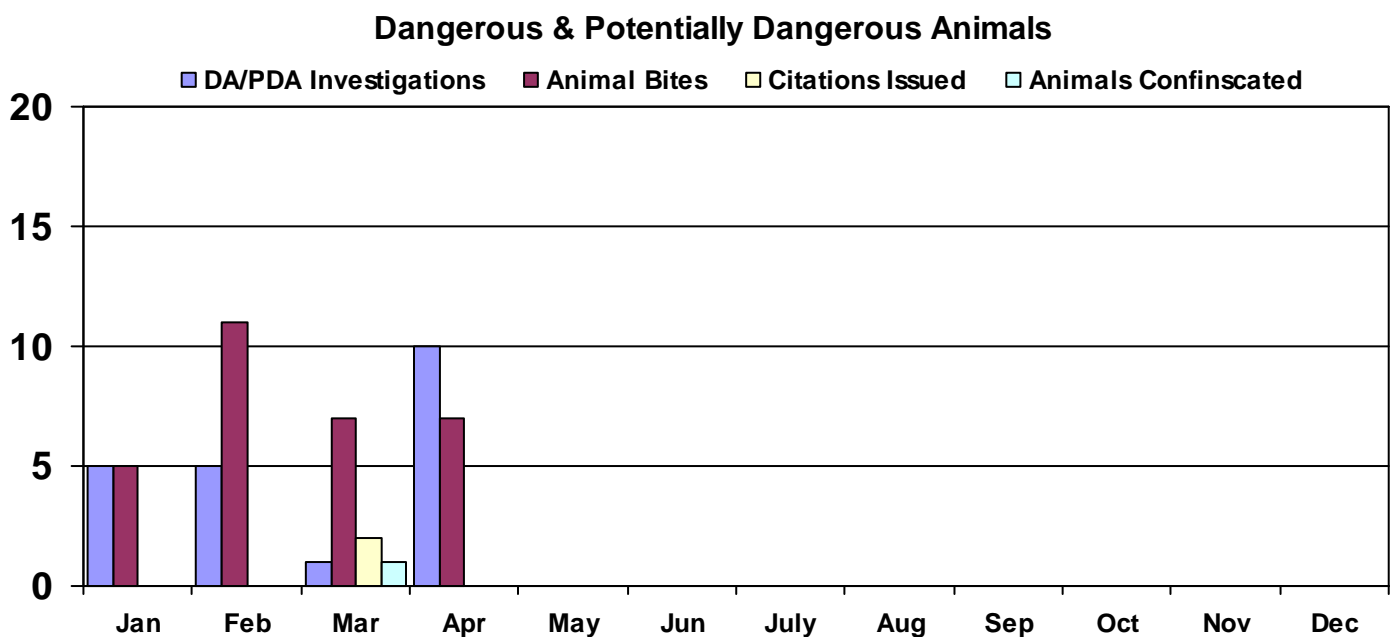


Attempts to educate and mediate are most often the first method of resolution. When these techniques fail a written warning or summons and complaint may be issued. These methods help to reduce the number of repeat offenders, animals impounded, and more effectively manage long-term problems. The actions taken to enhance public safety and protect animal welfare have resulted in 172 education/verbal warnings, 47 written warnings, and 59 summons and complaints year to date.



The term Dangerous or Potentially Dangerous Animal (DA/PDA) refers to any response that results from a report of a domestic animal displaying threatening behaviors (growling, hackles raised, baring teeth, chasing, charging), making aggressive physical contact with a person or domestic animal, or causing bodily or serious bodily injury. An animal bite occurs when a bite from a domestic or wild animal causes a break in the skin of a human. Every DA/PDA and animal bite is promptly investigated and appropriate action is taken.

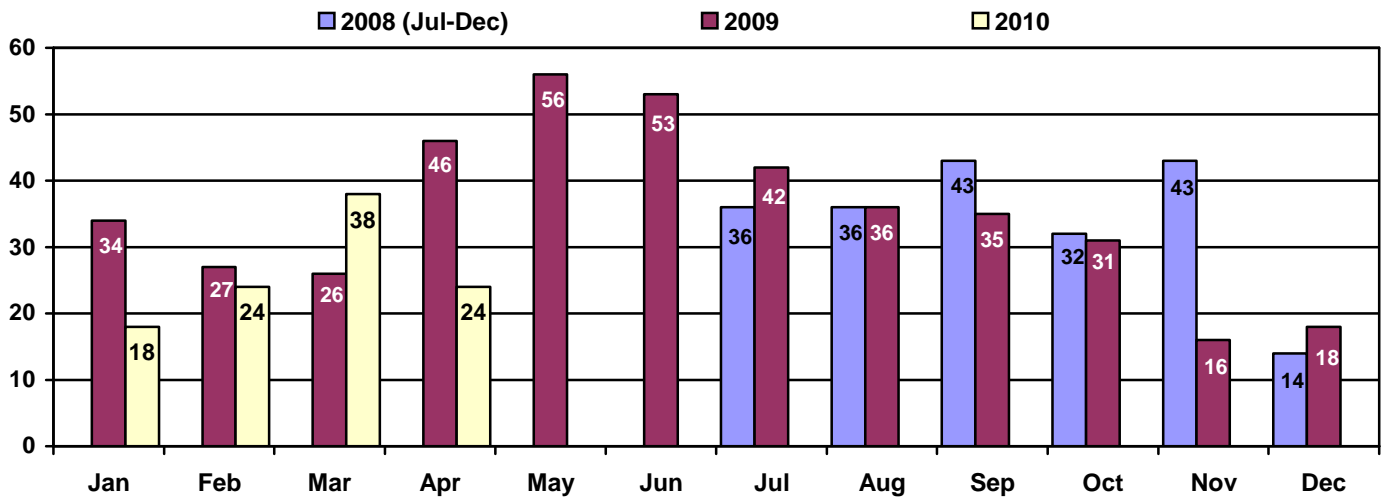
The numbers of DA/PDA Reports, Animal Bites, Citations Issued for DA/PDA, and Animals Confiscated as a result of citations issued are reported below. Year to date CAS has conducted 21 DA/PDA Investigations, processed 33 Animal Bites, Issued 2 DA/PDA Summons, and Confiscated 1 Animal.



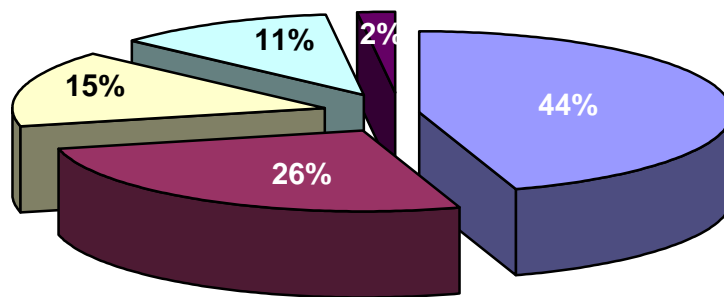
## Animals Handled

Year to date CAS has handled 104 animals: 84 Dogs, 10 Cats, 10 Others. 84% of these animals have been saved.

### Animals Handled

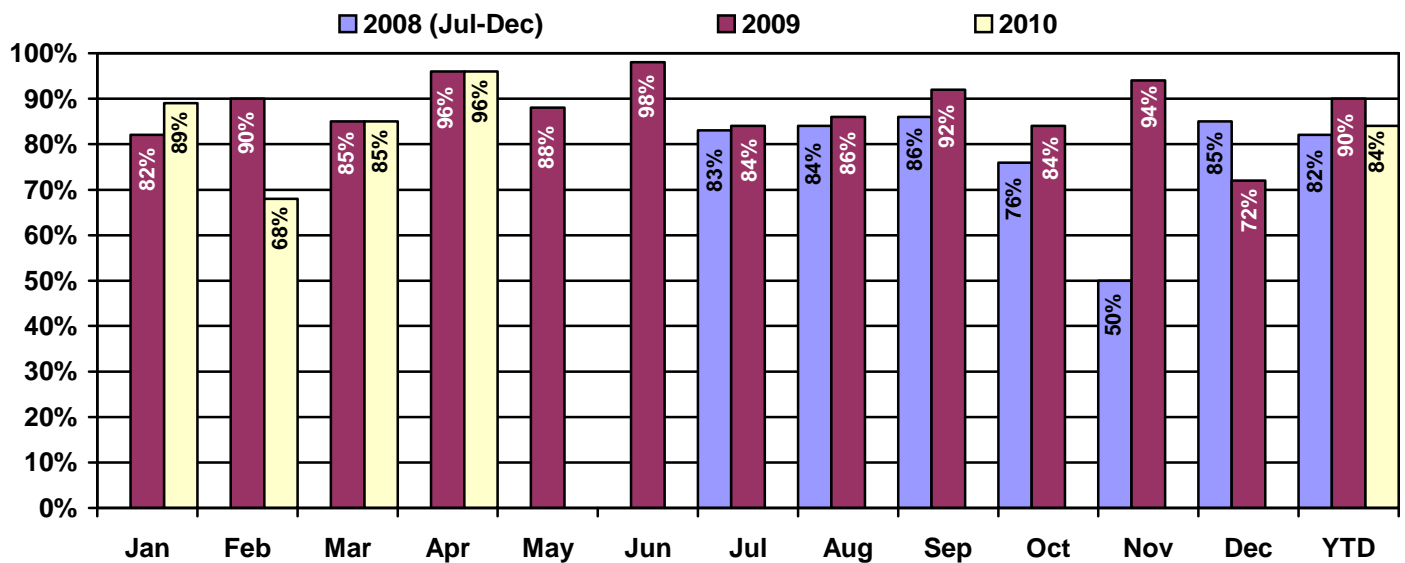


### Year to Date Animal Outcomes



■ Returned to Owner in Field 
 ■ Returned to Owner from Kennel 
 ■ Adopted 
 ■ Euthanized 
 ■ DOA

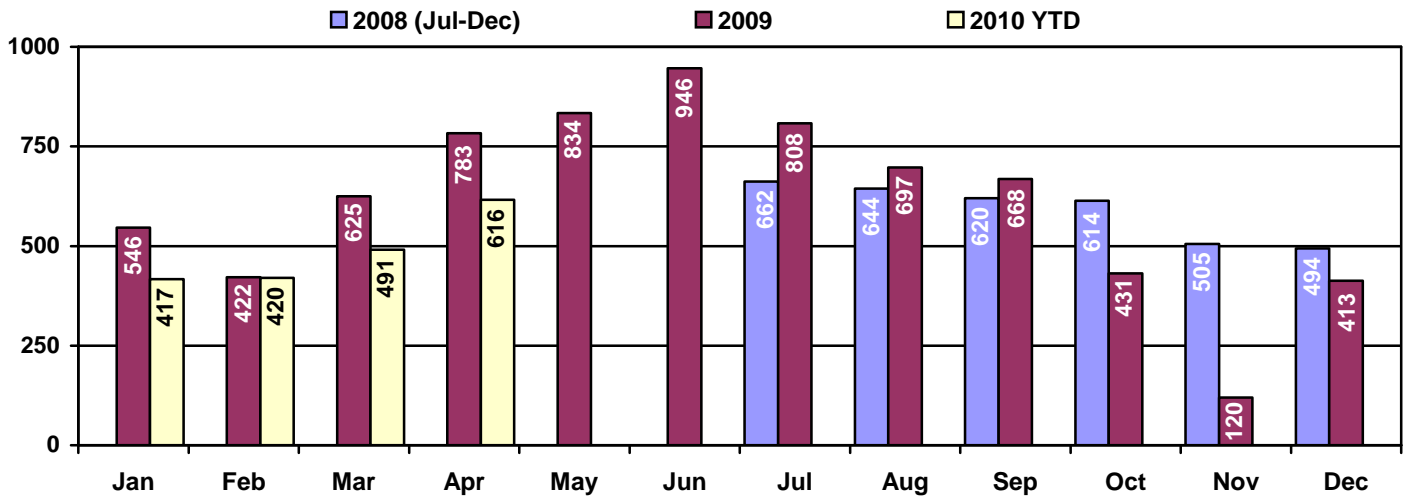
### Animal Save Rate



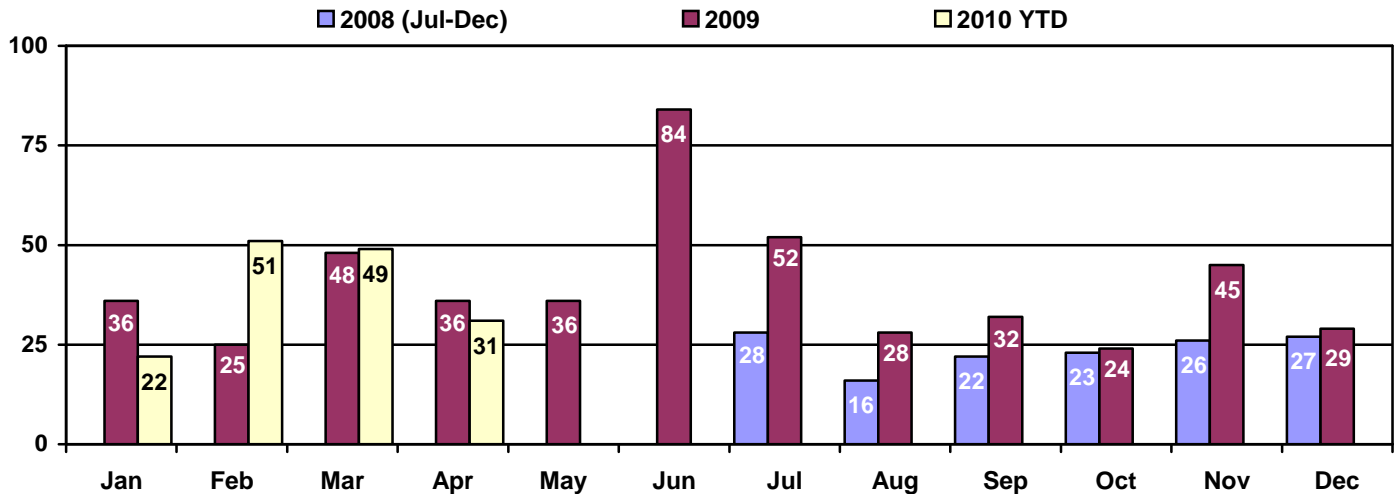
## General Information

A total of 616 telephone calls have been received, 153 citizens have visited the Centennial Municipal Building to conduct business, and CAS has driven a total of 17,709 miles without accident or injury.

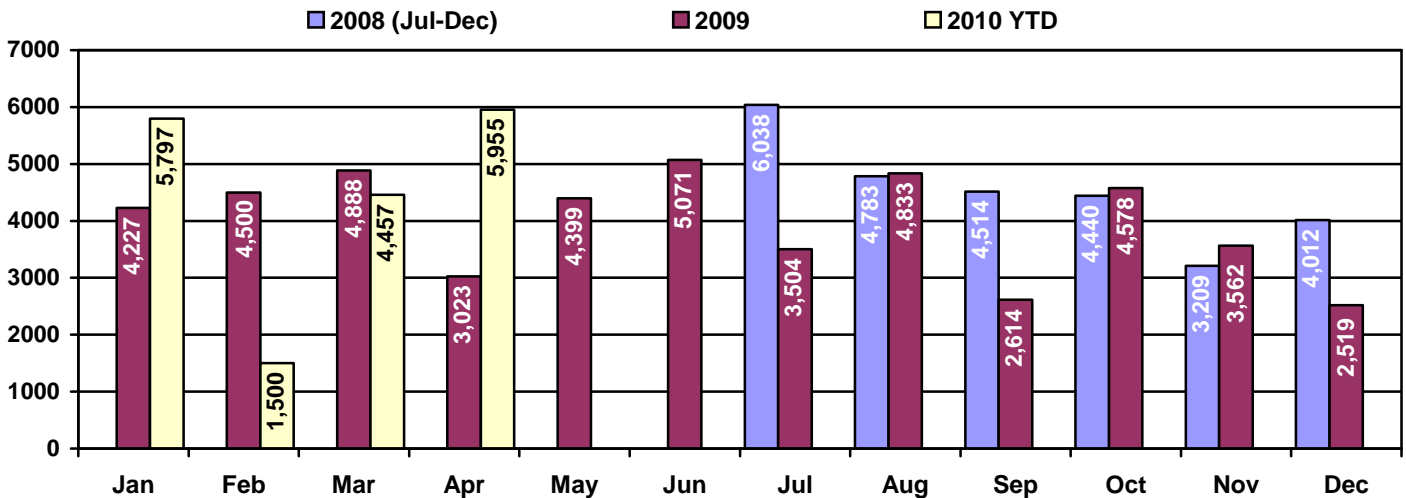
### Telephone Calls



### Citizen Walk-Ins



### Miles Driven

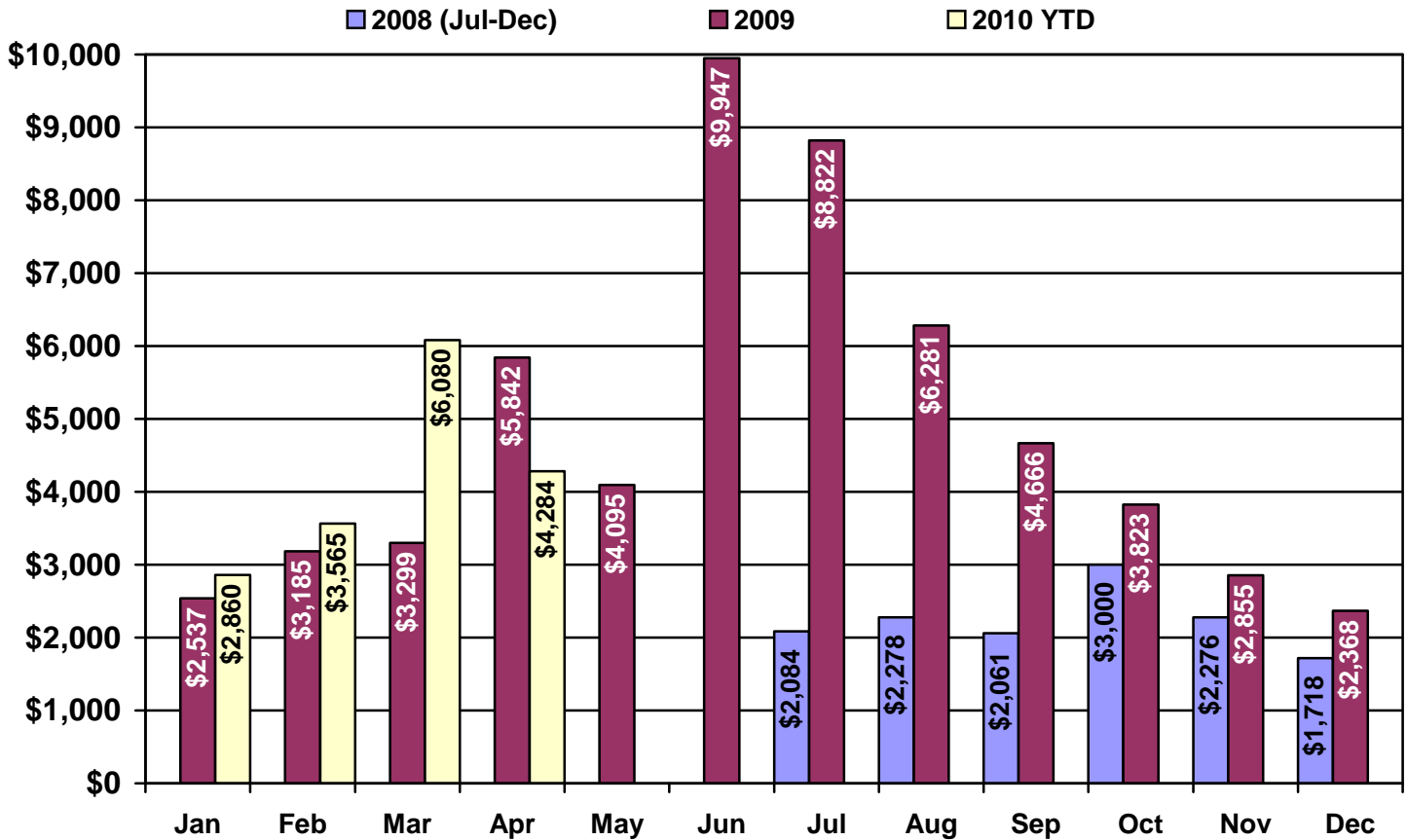


## Revenue

CAS has generated total revenue of \$17,605 year to date. This is approximately **20% below** the \$21,876 yearly budget allocation for revenues.

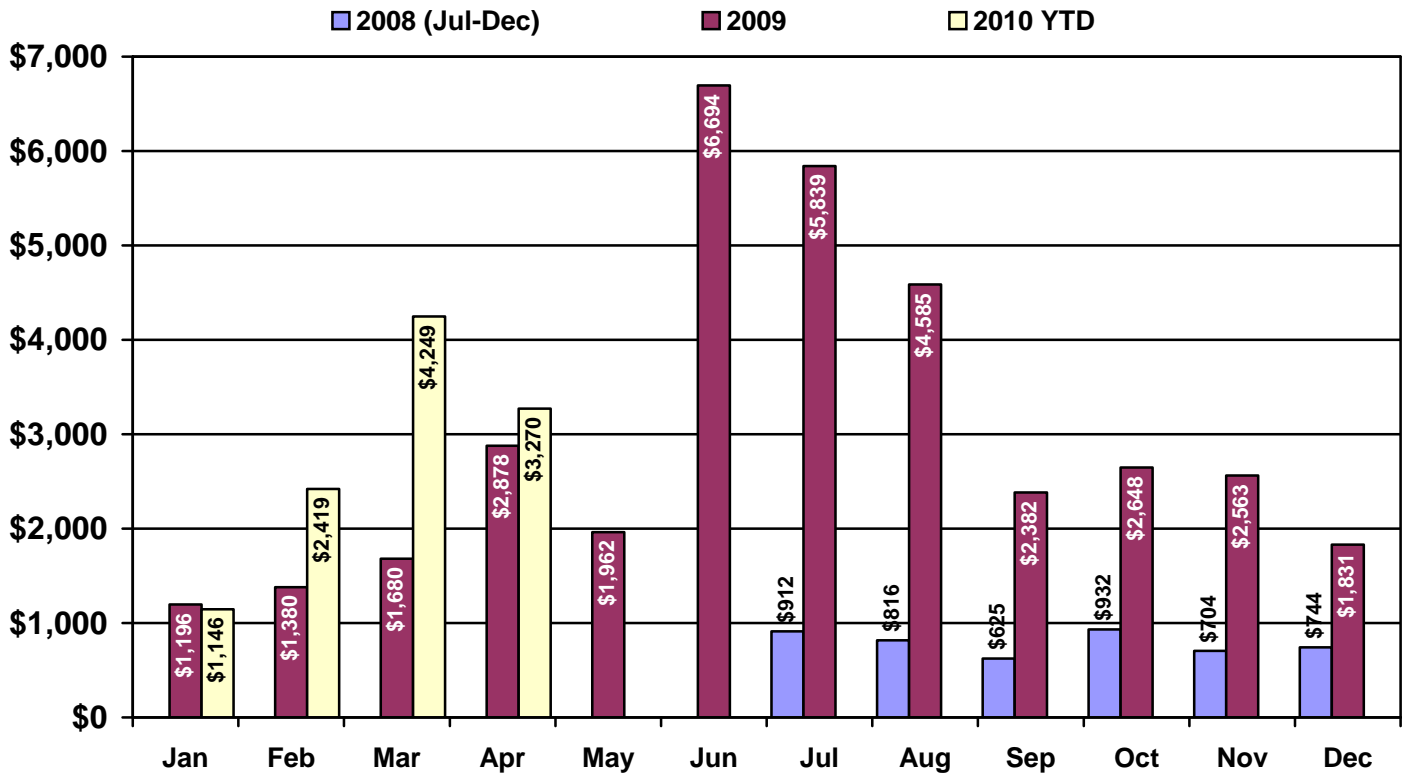
- Animal Licensing – \$11,084 YTD approximately **22% below** the \$14,260 budgeted YTD
- Animal Fee – \$6,521 YTD approximately **15% above** the \$5,552 budgeted YTD

### Total Revenue

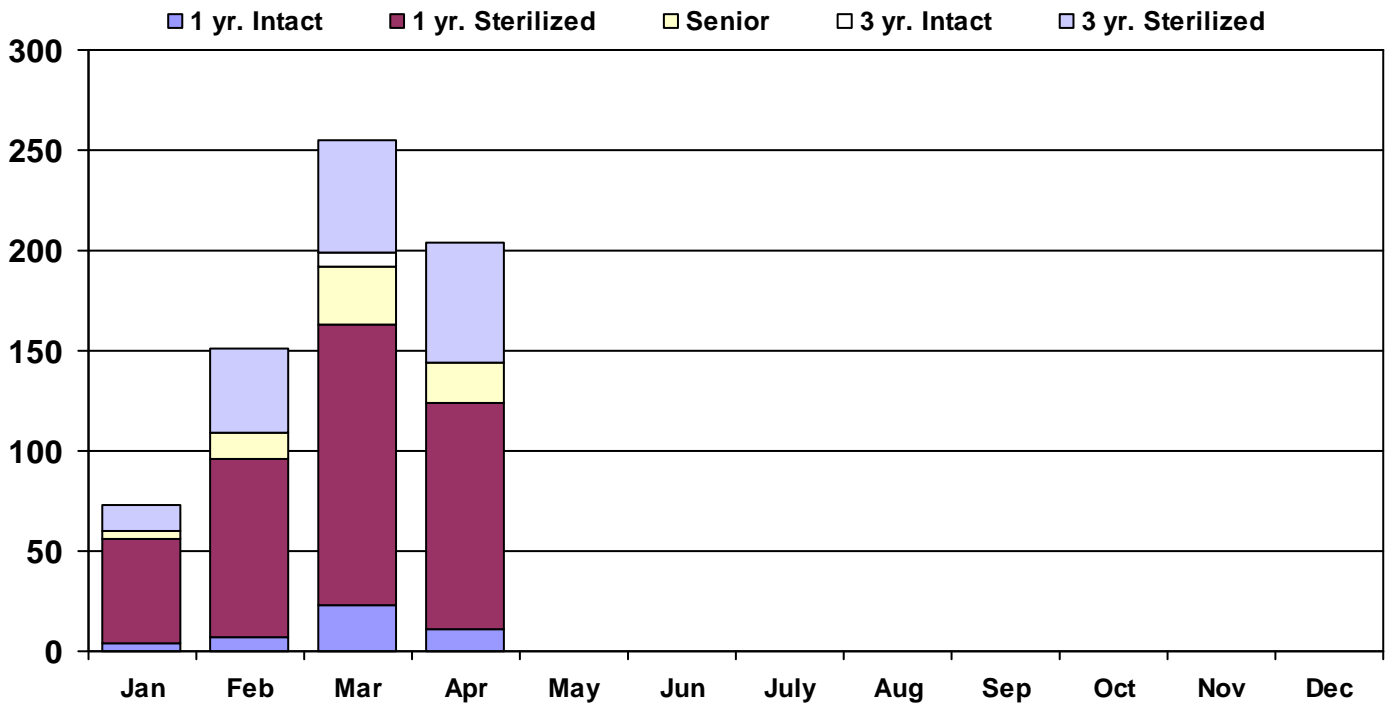




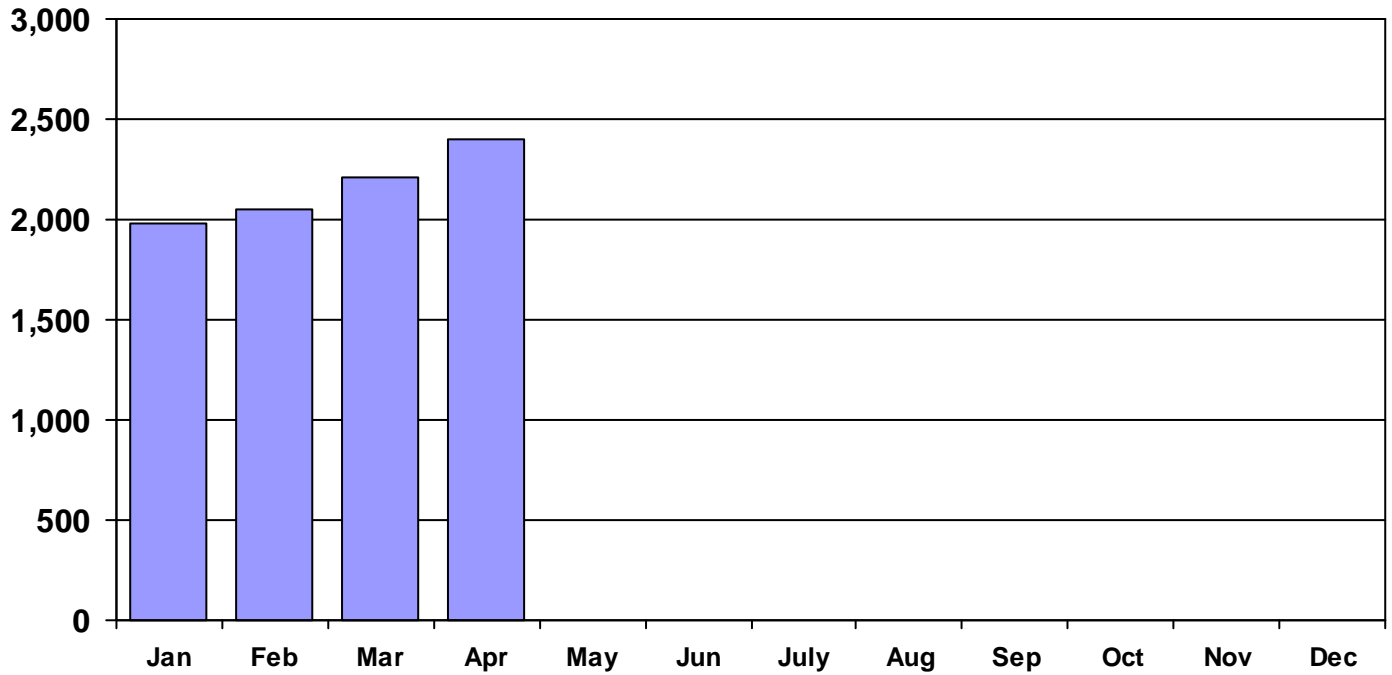
### Animal License Revenue



### Animal Licenses Issued



### Total Number of Licesnses Animals 2010



### Fee Revenue

